

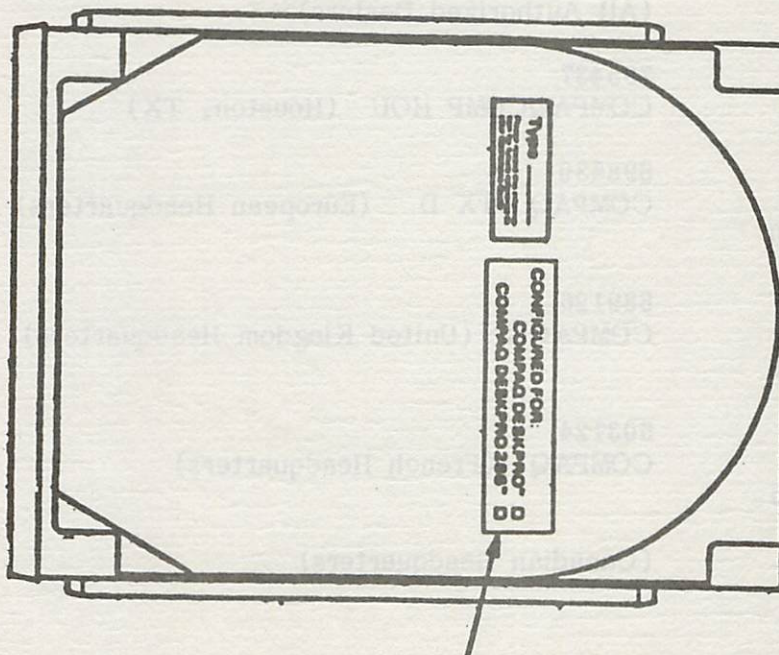
Subject IDENTIFYING THE FORMAT ON 30-MEGABYTE FIXED DISK DRIVES

PROBLEM DESCRIPTION

Currently there are two raw formats being used on COMPAQ 30-megabyte fixed disk drives. One format is specifically for the COMPAQ DESKPRO[®] Personal Computer, and the other is for the COMPAQ DESKPRO 286[™] Personal Computer. If the fixed disk drive is formatted for a COMPAQ DESKPRO 286 and you install it in a COMPAQ DESKPRO, you will see: "error reading fixed disk drive" on your screen when trying to execute FDISK. If your fixed disk drive is formatted for a COMPAQ DESKPRO and you install it in a COMPAQ DESKPRO 286, the LED on your fixed disk drive will come on and stay on when trying to execute FDISK or DISKINIT.

RECOMMENDED ACTION:

To identify which format you have, look at the configuration label located on the top of the fixed disk drive case. See example below:



If your fixed disk drive is configured incorrectly for the personal computer you are working on, or there is no label as shown above:

1. Install the fixed disk drive according to the installation guide contained with the fixed disk drive or reference the COMPAQ Desktop Computer Maintenance and Service Guide.

2. Format the fixed disk drive using COMPAQ Advanced Diagnostics version 3.0. If you are installing or replacing a 30-megabyte fixed disk drive in a COMPAQ DESKPRO 286 Personal Computer, it is recommended to use the "Conditional Format" from the fixed disk format menu. If you are installing or replacing a 30-megabyte fixed disk drive in a COMPAQ DESKPRO Personal Computer, choose the "Fixed Disk Format" option on the fixed disk diagnostic menu.
3. After completing the diagnostic format, it is recommended that the Fixed Disk Test be executed to verify proper operation of the fixed disk drive.
4. Partition and format the fixed disk drive with the FDISK and the FORMAT commands if you are using COMPAQ MStm-DOS version 2.12 on a COMPAQ DESKPRO Personal Computer.
5. Partition and format the fixed disk drive with DISKINIT if you are using COMPAQ MStm-DOS version 3.0 or higher with either a COMPAQ DESKPRO Personal Computer or a COMPAQ DESKPRO 286 Personal Computer.

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